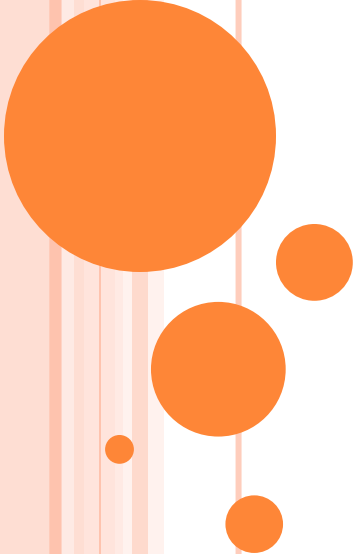


PSYCHIATRY LECTURE -1

DOCTOR PATIENT RELATIONSHIP



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OBJECTIVE

- 1. Establish rapport and empathy with patients.
- 2. Describe the components of communication.
- 3. Describe and demonstrate the importance of confidentiality in patient encounters.



Compassion

trust

GENUINENESS



HONESTY

empathy

RESPECT

COMPASSION


LIKEABILITY



Relatable

WHAT IS RAPPORT?

rap·port

/ra'pôr,rə'pôr/ 

noun

a close and harmonious relationship in which the people or groups concerned understand each other's feelings or ideas and communicate well.

"she was able to establish a good rapport with the children"

synonyms: **affinity**, close relationship, **understanding**, mutual understanding, **bond**, **empathy**, **sympathy**, **accord**

"board members fired him for failing to maintain good rapport with the trustees"



WHAT IS EMPATHY?

Empathy Definition



Empathy is a noun that refers to the ability to understand and feel what someone else is feeling, or see the situation from their point of view. The specific emotion that someone who is feeling empathetic feels varies depending on the situation.

- *One of the most important interpersonal skills that someone can have is empathy, because it can help you connect with that person very easily.*

Sympathy vs. Empathy

Meaning →

Understanding others' pain.

Feeling others' pain as one's own.

Perspective →

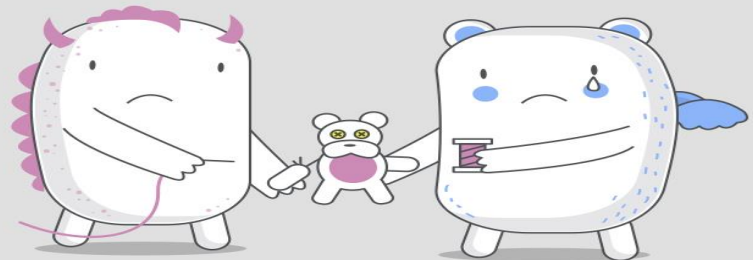
Understanding from the listener's perspective.

Discovering and understanding from the sufferer's perspective.

HOW TO BE SYMPATHETIC



HOW TO BE EMPATHETIC



Building Rapport Through Empathy

Building Trust



HOW TO ESTABLISH RAPPORT

20 WAYS TO BUILD RAPPORT

CAREERCLIFF.COM

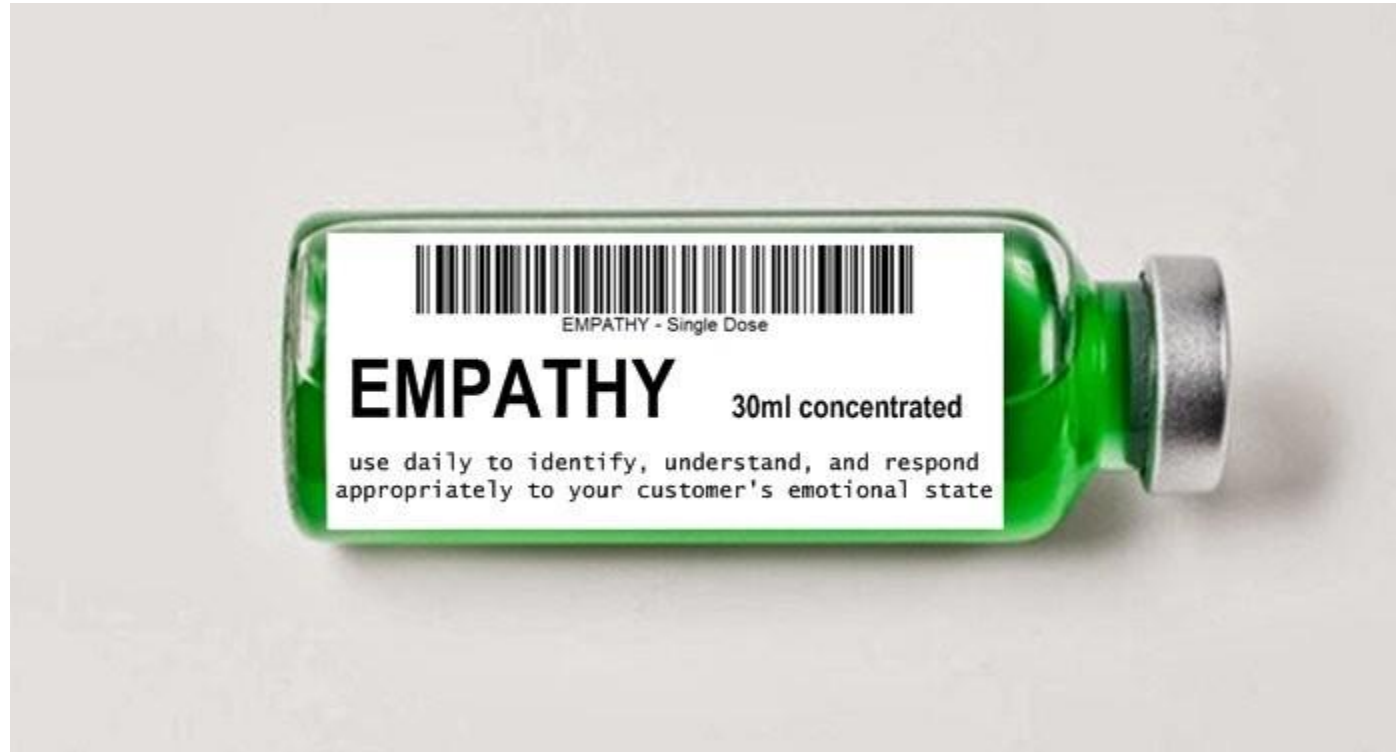
- Make a good first impression
- Find common ground
- Show empathy
- Explore life history
- Learn about family
- Be more like them
- Ask about hobbies
- Ask about sports
- Compare goals
- Bond over food
- Discover quirks
- Connect on a professional level
- Ask about music
- Ask about television shows
- Ask about film
- Be yourself
- Be friendly
- Show genuine interest
- Understand the culture
- Give compliments



SOURCE: INDEED.COM



CAN WE INJECT EMPATHY?



HOW TO IMPROVE EMPATHY?

E.M.P.A.T.H.Y. → Better Communication



E: eye contact



M: muscles of facial expression



P: posture



A: affect



T: tone of voice



H: hearing the whole patient



Y: your response

Empathy Statements

“Is there anything I can do for you today, big or small?”

“You’re absolutely correct, Sir/Madam”

“I want to make sure that I really have an understanding of what you’re telling me. I’m hearing that...”

“What I’m currently doing to help you is...”

“I will contact you as soon as we have had an update”

“Is there anything else that I can help you with today?”

The Benefits of Empathy in Health Care

Better care

- ✓ Greater patient satisfaction
- ✓ Higher levels of hope
- ✓ Increased patient trust & ratings of clinical competence

Better workplace

- ✓ Improved provider well-being
- ✓ Greater job satisfaction
- ✓ Less burnout & absenteeism

Better health

- ✓ Improved medication adherence¹
- ✓ Reduced pain²
- ✓ Reduced mortality²
- ✓ Fewer disease complications
- ✓ Improved immune function
- ✓ Decreased health care utilization & costs

¹Meta-analysis

²Randomized controlled trials

PERSONAL BENEFITS

Skills Strengthened by Empathy

Creativity



Feeling safe



Emotional Connection



Collaboration



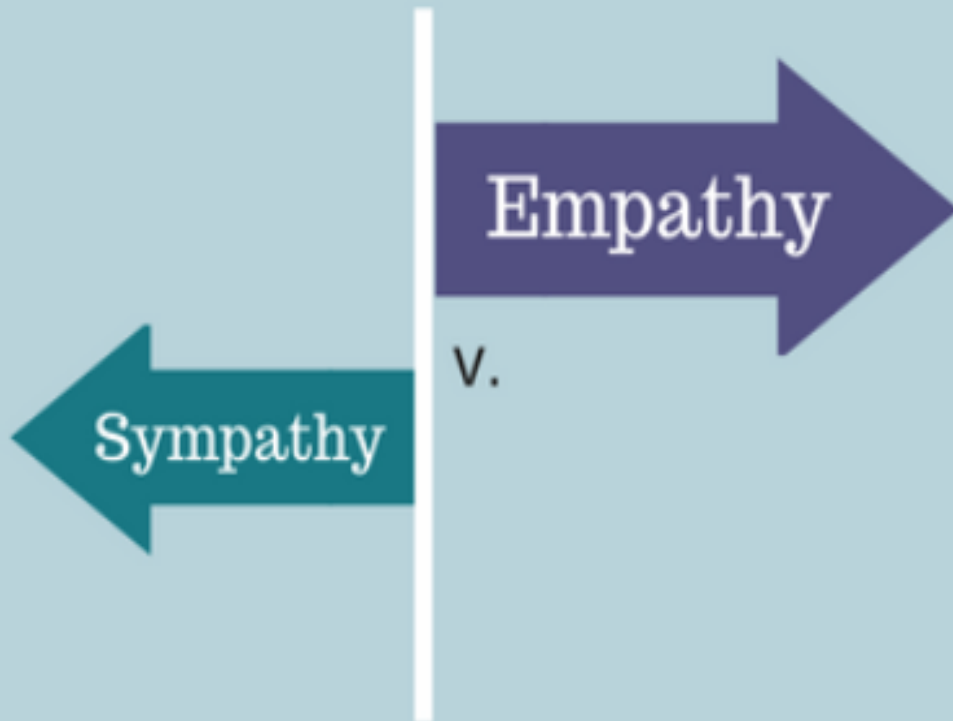
Negotiation



Identifying Needs



ARE WE CLEAR??



Types of Communication and Ways to Use Them



Verbal

- Use a strong, confident speaking voice.
- Use active listening.
- Avoid filler words.
- Avoid industry jargon when appropriate.



Nonverbal

- Notice how your emotions feel physically.
- Be intentional about your nonverbal communications.
- Mimic nonverbal communications you find effective.



Visual

- Ask others before including visuals.
- Consider your audience.
- Only use visuals if they add value.
- Make them clear and easy-to-understand.



Written

- Strive for simplicity.
- Don't rely on tone.
- Take time to review your written communications.
- Keep a file of writing you find effective or enjoyable.

**7 Cs
for
EFFECTIVE
COMMUNICATION**

7 C's

- Correctness
- Clarity
- Conciseness
- Completeness
- Consideration
- Concreteness
- Courtesy

Effective Communication Skills

Written Communication

Nonverbal Communication

Presentation Skills

Patient Education

Compassion

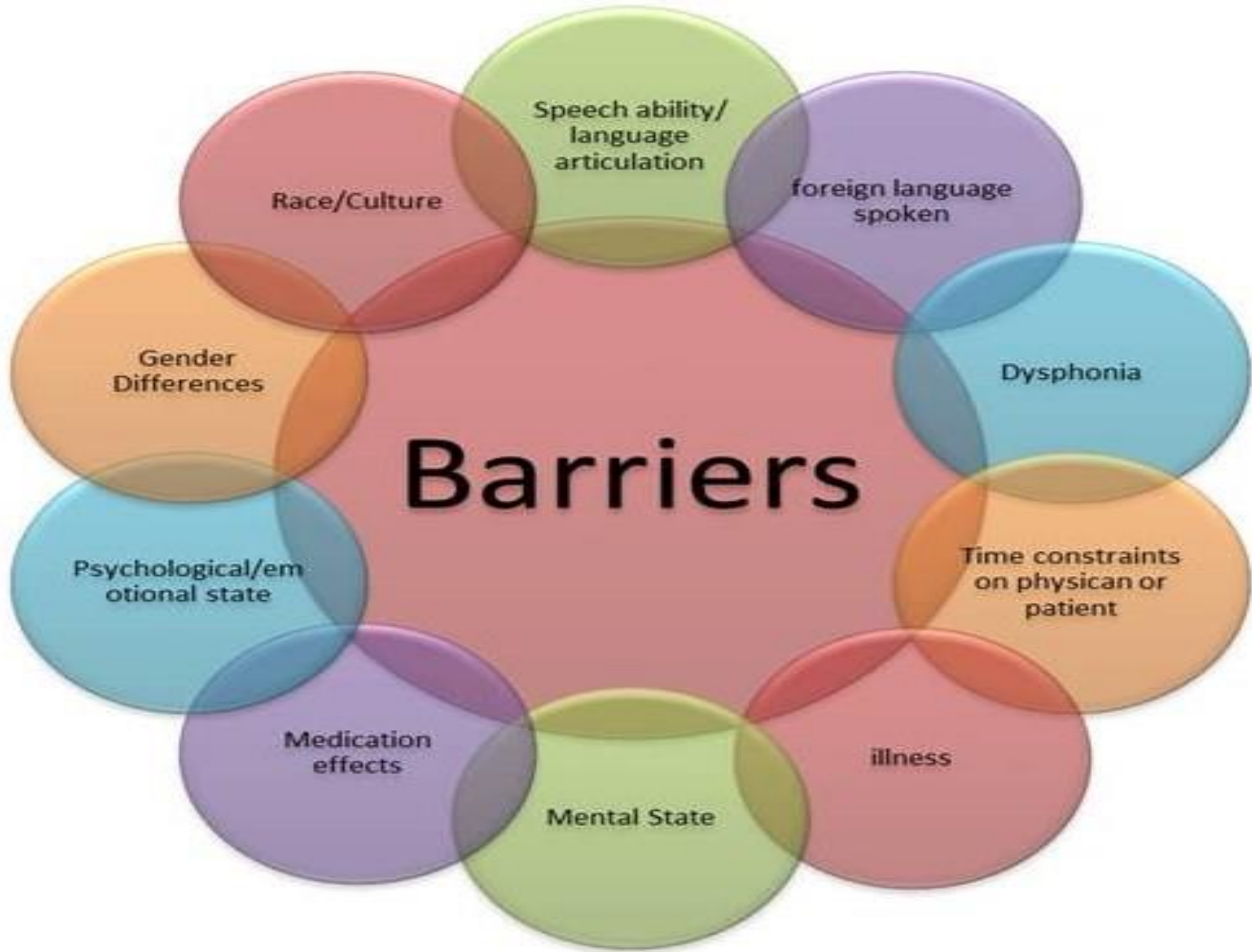
Cultural Awareness

Personal Connections

Trust

Verbal Communication

Active Listening



Communication Barriers

- Environmental noise and location
- Environmental distractions
- Cultural differences
- Differences in language
- Emotional barriers including anxiety and distrust
- Rushed time to complete communication exchange

Communication enablers

- Understand different cultural backgrounds
- Interpreters
- Active listening
- Honesty and openness
- Use empathy

Reference

Taylor, S. P., Nicolle, C., & Maguire, M. (2013). Cross-cultural communication barriers in health care. *Nursing Standard*, 27(31), 35-43. Retrieved from <http://journals.rcni.com/journal/ns>

Patient

Provider

- Shame & discomfort
- Fear & anxiety
- Stress
- English language proficiency
- Education level

- Health beliefs & values
- Culture
- Personality
- Language
- Power dynamic

- Time constraints
- Authority figure
- Frustration
- Level of interest & curiosity

LISTENING



FRIENDLINESS



Essential Communication Skills for Your Career

FEEDBACK



CONFIDENCE



NON-VERBAL COMMUNICATION



the balance

No matter what job you have in life, your success will be determined 5% by your academic credentials, 15% by your professional experiences, and 80% by your communication skills.

THE GAME....





Confidentiality Agreement



What is confidentiality



- ❧ Confidentiality is an ethical concern reflecting the right to privacy. Healthcare providers must disclose patient information in the most confidential manner
- ❧ Physicians and healthcare providers have legal duty and ethical obligation to maintain patient confidentiality with the highest possible security
- ❧ Patient information may not be disclosed without his/her express consent

The Principle of Confidentiality

- Based on loyalty and trust
- Maintain the confidentiality of all personal, medical and treatment information
- Information to be revealed with consent and for the benefit of the patient
- Except when ethically and legally required
- Disclosure should not be beyond what is required

CAN WE BREACH CONFIDENTIALITY?

5 C's of Exceptions to Confidentiality



Consent

A physician can release confidential information after obtaining express consent from a patient.



Court Order

A physician can release confidential information by order of a court of law.



Continued Treatment

A physician can release confidential information if it is necessary for the patient's continued treatment.



Compliance

A physician can release confidential information in compliance with mandatory regulations and statutes and for purposes of law enforcement (for example, reporting child abuse or unlawful activities).



Communication

A physician can release confidential information under the Tarasoff exception to communicate a threat of violence and protect others from a patient.

LETS RECAP..

- What is rapport?
- What is empathy?
- What are the components of communication?
- What is confidentiality?



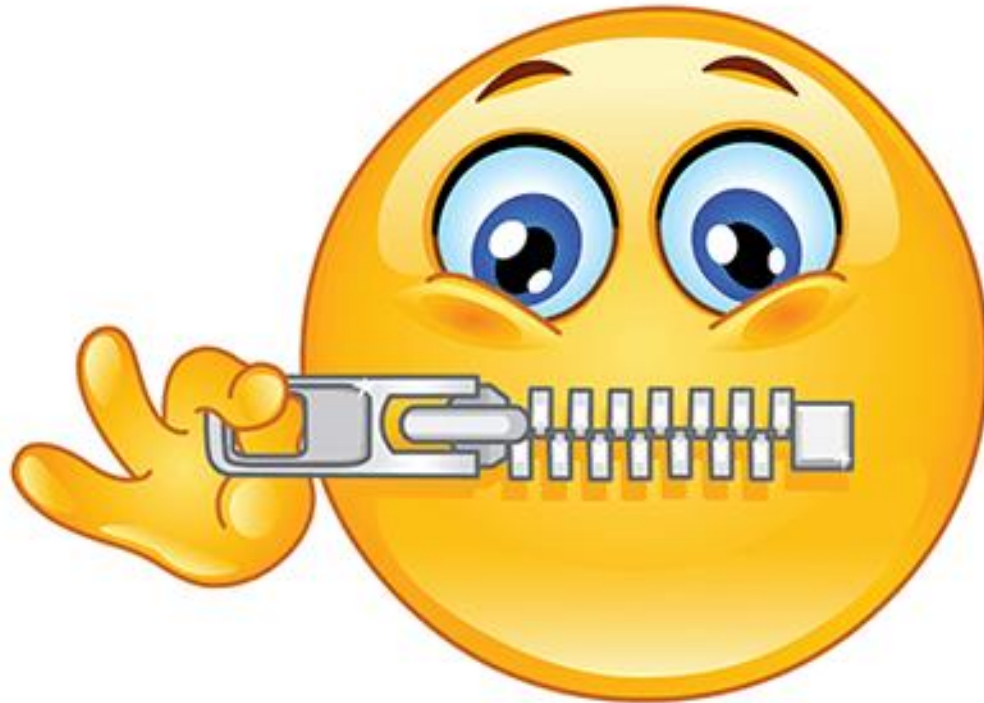
RAPPORT



EMPATHY



CONFIDENTIALITY



A yellow speech bubble with a blue outline and a blue tail pointing towards the bottom right. The words "THANK YOU" are written in a bold, blue, sans-serif font across the center of the bubble. The background is a solid, light blue color.

THANK YOU

DOCTOR PATIENT RELATIONSHIP. SDL 1

- PS1.1 Establish rapport and empathy with patients.
- PS1.3 Demonstrate breaking of bad news in a simulated environment.
- PS1.4 Describe and demonstrate the importance of confidentiality in patient encounters.
- PS3.4 Describe the importance of establishing rapport with patient.



TASK 1

- PS1.1 Establish rapport and empathy with patients.
- SCENARIO:-
- Mr Suresh who is a farmer by occupation 5 th standard educated is suffering from oral cancer which is in last stage. He knows it and blames doctors for not doing anything for cure of cancer. He comes to you for expert opinion about his cancer treatment as you are a experienced and popular oncologist in the town. Suresh is upset with his previous doctors as he feels all doctors just looted him and not given him proper treatment. whereas in reality all have done his treatment as per standard protocol.
- So with the hope he came to you as you are a popular oncologist.



CLASS DISCUSSION

- PS3.4 Describe the importance of establishing rapport with patient.



TASK 2

- PS1.3 Demonstrate breaking of bad news in a simulated environment.
- SCENARIO:-
- A primi 35 year old lady has delivered her precious male child 2 days back. Child has complications during delivery and had to be kept in NICU. The condition of child is very serious.
- You are resident breaking this bad news to the lady and her family .
- How You will proceed with the interview.



TASK 3

- PS1.4 Describe and demonstrate the importance of confidentiality in patient encounters.
- SCENARIO:-
- A lady who is 27 year old who was about to marry comes to you for advice as she was tested positive with HIV and she expresses that it was because of her risky sexual behavior in the past. She wants advice what precautions she should take in this marriage but she doesn't want to disclose this information to her would be husband as she fears her on coming marriage will dissolve.
- Being doctor what is your role?

